

We're stronger together

How we're shaping our workplace experience during unprecedented times



Equity, diversity and inclusion



Northwell values the diversity of our workforce and has taken a number of key actions to promote an inclusive and supportive working environment where every team member and patient is treated with dignity and respect and feels welcomed, valued and heard. Some of our strategies include:

- **Organization-wide town halls and listening sessions:** To listen to our team members, learn more about their experiences, engage in dialogue about equity, diversity, and inclusion, and drive further commitment and action.
- **Business Employee Resource Groups (BERGs):** The first BERG was established 10 years ago to enlist the partnership of our team members in advancing equity, diversity and inclusion both in the workplace and the communities we serve. Today, over 4,000 team members are members of seven BERGs and one Employee Network.
- **Unconscious bias training:** This course provides an overview on how experiences and identities shape biases.
- **Inclusion Academy:** Serves as centralized hub for education, training and resources supporting inclusive leadership, and principles of diversity, respect and empathy in the workplace.

Well-being



In our 2019 Engagement Survey and this year's COVID-19 Team Member Support Survey you asked for more support to address stress and burnout.

This year, we expanded our programs and resources to support your total well-being – physical, financial, emotional and spiritual - and continued healing and recovery during these challenging times.

- **Emotional Support Call Center**
- **Center for Traumatic Stress Recovery and Resilience (CTSRR)** and its **Stress First Aid (SFA)** program
- **Chaplaincy services' Heart-to-Heart program**
- No-cost or discounted rates to services like **Headspace** and **WaQi**
- **Tranquility spaces at our hospitals**
- **myJoyable***

To find out more, visit our [well-being resources page](#)

Career Experience



Our team members have asked for greater transparency around how we can **grow** our careers at Northwell. A new reimaged Northwell Career Experience is launching with several key features:

- **Northwell Career Framework:** Our new job structure organizes roles into clear career paths and uses a simplified approach to job titles to create consistency for team members.
- **Internal careers portal:** Explore your career path and access career resources on Nov. 16 through mySelfService. Apply for available opportunities on the internal portal starting Jan. 4, 2021.
- **Career conversations:** A new model – GROW – to guide collaborative career conversations with your leader to develop plans and achieve your goals.
- **Career movement:** We're making it easier to follow your career interests through a transparent application process for you, your leader and hiring manager and we'll be prioritizing internal candidates.
- **myExperience:** Our new mobile-friendly HR technology, launching Jan. 4, will make it easier for you to complete tasks like updating your profile, viewing your paycheck, setting career goals and browsing the internal careers portal. It will replace mySelfService, Taleo for recruitment and performance reviews, and PeopleSoft for HR transactions.

[Learn more](#) about how we're making it easier for you to grow your career at Northwell.

Quality and safety



To protect your safety and the safety of our patients, we activated our **Emergency Operations Center (EOC)** to formally administer a comprehensive emergency response plan and launched the [Coronavirus employee resource center](#) to give you the most up-to-date information in response to COVID-19. As part of this, we continue to enforce a culture of safety and preparedness through:

- **PPE protocols:** We have put strict mask-wearing and protective eyewear protocols in place to support the safety of our team members, patients and their families.
- **Diagnostic testing:** A simple, safe, convenient and no cost way for you to be evaluated and tested if EHS determines testing is warranted.
- **Antibody testing:** We offered a voluntary COVID-19 antibody test to all of our team members and physicians at no cost.
- **Symptom monitoring:** We've implemented a new online COVID-19 symptom monitoring process through our new Employee Health Portal to enable self-monitoring before arriving at work.

The use of the above photo is for promotional purposes only. For more information on infection prevention guidelines, please refer to our Northwell Health [PPE policy](#) or [review this document](#) for protocols on protective eyewear.

**myJoyable is a digital behavioral health resource provided by the experts at Joyable at no cost and is available for our non-union, full and part-time benefits-eligible employees.*